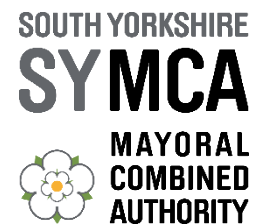


South Yorkshire Transport User Group

Minutes

16 April 2026



Present:

I. Jenkinson	Chair
J. Brightmore	Member of the public
B. Riley	Member of the public
C. Nash	Member of the public
R. Morris	Member of the public
L. Cooley	Member of the public
N. Spetch	Member of the public
D. Wrottersley	Member of the public
J. Sharp	Member of the public
Cllr J. Morton	Parish councillor

Guests:

N. Wragg	Supertram
J. Young	Stagecoach
H. Roberts	SYMCA
R. Cowling	SYMCA
C. Payne	SYMCA
N. Broadhead	SYMCA
A. Mawer	SYMCA
G. Selby	East Midlands Railway
A. Bray	CrossCountry

1. Open and welcome

The meeting was opened, and all were welcomed. Introductions were made around the group.

2. Apologies for absence

Cllr Higginbottom, Ian Joustra

3. Minutes of previous meeting

The minutes of the meeting held on 15 January 2026 were accepted as a true record.

Matters arising:

Q. N. Spetch asked why it is necessary to make a journey to an interchange point for forward journey/s to a final destination and pay for multiple journeys? Are fares going to be reviewed so that passengers only pay one fare, allowing them to transfer from vehicle to vehicle?

A. J. Young stated he was surprised to hear this question as there are already 1-Day, Weekly and Monthly tickets available which allow for multiple journeys within given time frames.

A. N. Wragg stated that Supertram already use this ticketing method.

A. C Payne advised that this question is consistent with feedback received from a public consultation.

A. N. Broadhead advised the fares strategy will be submitted to the MCA Board.

ACTION: Fares to be added to a future agenda as we progress through the franchising process.

Q. C. Nash referred to an action from the previous minutes asking what work SYMCA is doing with local authorities to improve bus priority in the region.

A. N. Broadhead advised that he is working with all four LAs and meets with them regularly to discuss this matter. All are aware that work needs to be done.

4. Transport Integration

Franchising progress and next steps

C. Payne and N. Broadhead shared slides (attached) and talked the group through the franchising process advising on the areas of focus and progress made so far.

The South Yorkshire People's Network brand has been launched. Further information is available on the new website – www.sypn.gov.uk and all six bus depots in South Yorkshire are now in public ownership and the next step is electrification of these depots.

£33m of government funding has been secured for 187 electric buses and we are currently procuring operators to run the services and manufacturers to build the fleet. This will be completed by early 2027. The fleet specification takes into account the priorities identified in our public consultation, where over 3,500 people gave their feedback, including more space for wheelchairs, people with disabilities, and pushchairs.

The next step is to take over the network and build an understanding of it before making changes. This will be carried out in three phases. Phase 1, which will be implemented in September 2027, includes all of Doncaster and most of Sheffield with the whole of the network being in public ownership by 2029. The first day operation will be similar to the current network with some targeted improvements to some routes and timetables.

Focus will be on reliability and punctuality with public engagement throughout. The vision is for every resident in SY to understand what bus franchising means and how they can share their experiences to help shape the bus services.

A survey is currently live which sets out some of the first improvements we'll make when buses come under public control in South Yorkshire from September 2027 - southyorkshire-ca.gov.uk/improving-bus-services.

Q. B. Riley asked how moving buses from Oliver Grove to Rotherham will impact services?

A. N. Broadhead advised there are currently inefficiencies in the network as operators sign on in Sheffield then drive to Rotherham to deliver services. We are currently looking through the logistics of this to see where we can improve efficiency of both staff and depots.

Q. D. Wrottersley asked if it is the intention that the whole route will be covered by one operator, seven days a week?

A. N. Broadhead advised that currently SYMCA contracts services (particularly early morning, evening and weekend journeys) to different operators, hence the reason some services have more than one operator. When franchising is introduced, the intention is to have only one operator per route, in most cases, but with some cross boundary services outside of South Yorkshire this may not be possible. Full details at service level will become available before any changes are implemented.

Q. What will happen in terms of cross boundary services for example those that operate within South Yorkshire but will not be part of the franchised network?

A. N. Broadhead advised that SYMCA is working with neighbouring counties on the best solution for everyone, especially with the cross-boundary services. A permit scheme will be introduced for operators outside of South Yorkshire and we will ensure that ticketing is joined up and will be available for all South Yorkshire journeys. Operators running service in the region under a permit will receive reimbursement for reduced fares taken on the services they provide in South Yorkshire. The overall focus is on getting the best offer for South Yorkshire.

M. Ross offered his congratulations to the franchising team for what they have achieved to date.

Q. Will there be a way to formalise the consultation process and will the workforce experience be considered as part of this process?

A. C. Payne advised that staff at both SYMCA and the bus operators, including conductors and drivers, are actively engaged in the programme. We are using feedback we've received so far to develop FAQs and inform future communications, including a campaign to raise awareness of what is happening throughout the year and look a 'myth busting' common misconceptions, as well as answering questions around ticketing, which is the most common question we receive. When we have more information on ticketing, details will be shared with this group. The May elections on the rules for the pre-election period have limited our promotion of the current survey but post-election engagement activities will be ramping up to encourage participation.

5. Operator general items of note or updates

Tram:

- The new Magna Tram train stop on the heavy rail network opened on 9 April including pedestrian over bridge and lifts for accessibility.
- Renewal works were carried out over the Eastert holiday and will take place across the network over the Early May Bank Holiday weekend, Spring Bank holiday and through the summer. Keep an eye on the [Supertram Travel Alerts webpage](#) for details.
- Driver training for new drivers is ongoing. This has also affected conductors and has resulted in trams running on rare occasions without conductors onboard.
- Tram frequency returned to 12 mins from 13 April.

Q. D. Wrottersley asked why tram refurbishment is taking so long?

A. N. Wragg advised that this is part of SYMCAs programme for Mass Transit and it takes time to bid for and secure funding from Central Government. Commitment has been received from government for funding to refurbish and purchase new trams and to improve the network.

Q. C. Nash asked what the cost of fare evasion was?

A. N. Wragg advised it is low, at the single percentage mark. This could be due to advanced purchasing of weekly and monthly tickets. It can be challenging when trams are crowded when events are held at venues in Sheffield as the conductor cannot manoeuvre through the tram to collect fares.

Bus:

Stagecoach – J. Young advised that the network has settled and reliability is at 85/86%. Roadworks can prove challenging. Lost mileage is at 1%.

There are planned service changes in July, and operators continue with discussions with SYMCA.

Q. I. Jenkinson asked if the Peak Sighter service was going to run again this year?

A. J. Young - yes, it is with a similar operation to last year over two routes.

Q. J. Brightmore asked if timetables have been put in the interchanges?

A. J. Young advised that X17 timetables are in the interchanges and they are currently printing a Chesterfield guide. There will be a Peak District guide distributed far and wide. This is primarily funded by the operators.

First – no representative in attendance to provide update.

Train:

Northern – No representative from Northern present to provide an update.

CrossCountry – A. Bray advised that the fourth refurbished train is now in service as part of a £70m investment. The vehicle has increased leg room and storage under the seats. Charging points CCTV etc.

The May timetable updates will increase services through South Yorkshire.

J. Brightmore stated that overcrowding on services was not being helped by damaged carriages and crew availability.

A. Bray advised that work streams are looking at capacity and ways to relieve issues.

East Midlands Railway –G. Selby shared slides and updated the group on investment at stations such as the Assisted Lounge at Sheffield Station.

Timetable changes were also introduced on 14 December with additional capacity on journeys and some refurbishments of 170's and 158's. Further changes planned for May which include an additional call at Edale on Sunday morning.

Three fully refurbished 158s and seven 170s are now in service. Four Aurora trains are now introduced in service with four more currently being used for driver training.

6. Capital Investment projects

Magna Tram Train station and P & R - Transforming Cities Fund (TCF)

This was covered in Item 5 – Tram above.

7. Bus priority measures across South Yorkshire

N. Broadhead covered some of this in Item 3 – Minutes from previous meeting – Actions but it will be left on the agenda for July to see if Matt or a member of his team will attend to discuss.

8. Members items

Nothing raised

9. Any other business

Discussions were held around the Connect bus services in Sheffield city centre. They are unreliable and customers can be left up to 30 mins waiting. It was noted that one route should run a 7-8 minute frequency but the other route runs around every 20 minutes.

ACTION: R. Cowling to report this to the Bus team.

10. Dates of future meetings

- Thursday 16 July 2026, 10.30am
- Thursday 15 October 2026, 10.30am – virtual pending meeting room availability